

Supportive Services for Veteran Families (SSVF) Monitoring Toolkit

Per **38 CFR Part 62.63(a)** The U.S. Department of Veterans Affairs (VA) has the right, at all reasonable times, to make visits to all grantee locations where a grantee is using supportive services grant funds in order to review grantee accomplishments and management control systems, and to provide such technical assistance as may be required.

The purpose of the onsite monitoring visit is to measure and report on grantee performance. The visit assesses for compliance with program regulations, any relevant Notice of Funding Availability (NOFA), and the signed grant services agreement between the grantee and the VA. This toolkit helps grantees to not only prepare for a monitoring visit, but also to ensure grants are in full compliance throughout the contract year.

SSVF Monitoring Visit Checklist	
Modality	Description
Monitoring Tool	Grantees can plan for their onsite monitoring visit using this tool. The checklist will lead grantees through the steps to prepare for a visit, execute a visit, and take action after the visit.
Web: https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Monitoring_Visit_Checklist_v1_March2017.docx	

SSVF Self-Monitoring Tool	
Modality	Description
Monitoring Tool	Grantees should ensure that they can check off all statements within this tool. If a grantee can check off all items, they can feel confident that they will be fully prepared for their monitoring visit.
Web: https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Self-Monitoring_Tool_v1_March2017.docx	

SSVF Subcontractor Monitoring Tool	
Modality	Description
Monitoring Tool	All third-party contractors working directly with an SSVF Program should be delivering the same high-level of service expected of SSVF grantees. Grantees should use this tool when monitoring their subcontractors and/or vendors.
Web: https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Subcontractor_Monitoring_Tool_v1_March2017.docx	

How to Ace Your Monitoring Visit	
Modality	Description
Webinar	The best way to reduce anxiety about an upcoming monitoring visit is to prepare. This recorded webinar will advise grantees on what to do to prepare and feel confident entering a monitor visit.
Web: https://attendee.gotowebinar.com/recording/4159185687997307905	

Uniform Monitoring Package (UMP)	
Modality Monitoring Tool	Description The UMP is the scoring tool SSVF monitors use while onsite to evaluate each program's performance. Grantees can prepare for the visit by evaluating their program using the tool and ensure all standards are met.
Web: https://www.va.gov/HOMELESS/ssvf/docs/FY17_UMP_Exhibits_FINAL_10262016.xlsx	

SSVF UMP Crosswalk	
Modality Reference Guide	Description Each monitoring visit assesses a grantee on required standards from the program regulations, SSVF Program Guide, applicable NOFAs and other areas of focus for the VA. This crosswalk helps grantees to understand each of the required questions and leads to applicable references and tools for more details.
Web: https://www.va.gov/HOMELESS/ssvf/docs/SSVF_UMP_Crosswalk_v1_March_2017.pdf	

SSVF Case File Tool	
Modality Monitoring Tool	Description There are a variety of requirements when it comes to service provision within the SSVF Program. This tool clearly outlines for grantees what needs to be documented in client files to demonstrate to monitors that the program is meeting all requirements.
Web: https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Case_File_Tool_v1_March2017.docx	

SSVF Case File Review – Manager's Tool	
Modality Monitoring Tool	Description Each file has a required documentation around eligibility and case management service provision that must be present. This tool provides an easy guide for managers to assess each case file for the required elements and identify any missing pieces. The Excel format allows managers to add additional program forms that they want to check for and add additional TFA payments made.
Web: https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Case_File_Review-Managers_Tool_v1_March2017.xlsx	